



**The UK's Leading Removals  
Company on your doorstep**

We offer home removals throughout the UK, moving properties large and small around the corner or across the country. We have local offices nationwide all delivering our friendly and professional removal services, tailored to your specific needs and at competitive prices. We can also provide packing services or just packing materials to suit you.

**0845 600 666 1**  
[www.britannia-movers.co.uk](http://www.britannia-movers.co.uk)





A passion for professional customer care



## The right choice for you

As the UK's largest independent moving group, Britannia has helped tens of thousands of families and individuals move home throughout the UK.

Established more than 40 years ago, Britannia Movers is a unique group of friendly, local, family-owned moving companies with a passion for professional customer service. In addition to being full members of the British Association of Removers, all Britannia member companies have full accreditation to quality assurance policy BS EN 12522. To achieve this we must demonstrate consistently excellent customer service and operational standards, which are regularly audited by independent quality assessors.

These accreditations give you confidence that you are dealing with the UK's market leaders in household removals. Britannia have over forty locations throughout the UK and provide a highly organised domestic moving service that puts the customer first.

[www.britannia-movers.co.uk](http://www.britannia-movers.co.uk)



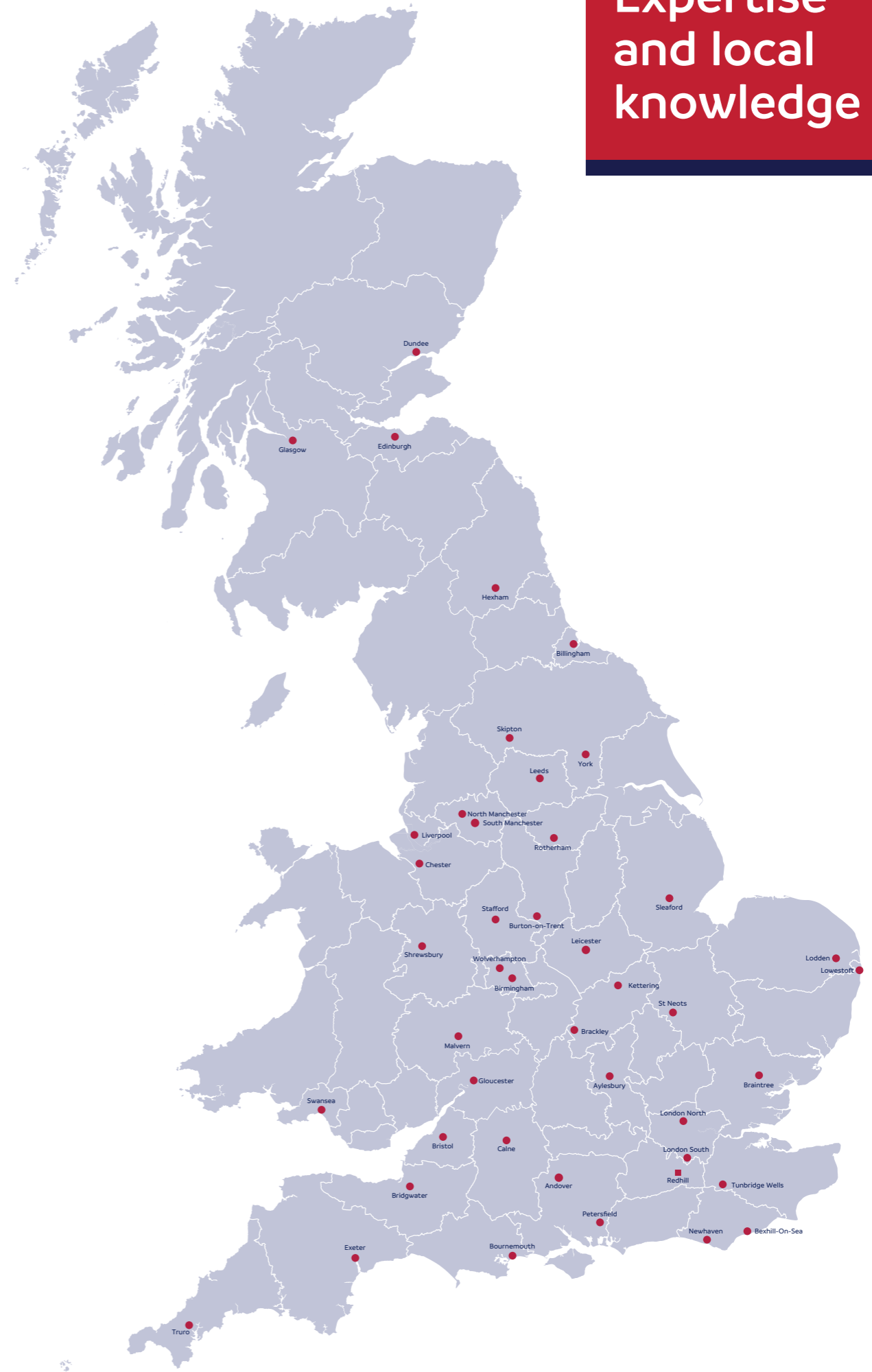




# The nationwide Network

Britannia's extensive network of family-owned branches have the professional expertise and local knowledge to provide you with a stress-free removal, whether you are moving locally or internationally.

Expertise  
and local  
knowledge







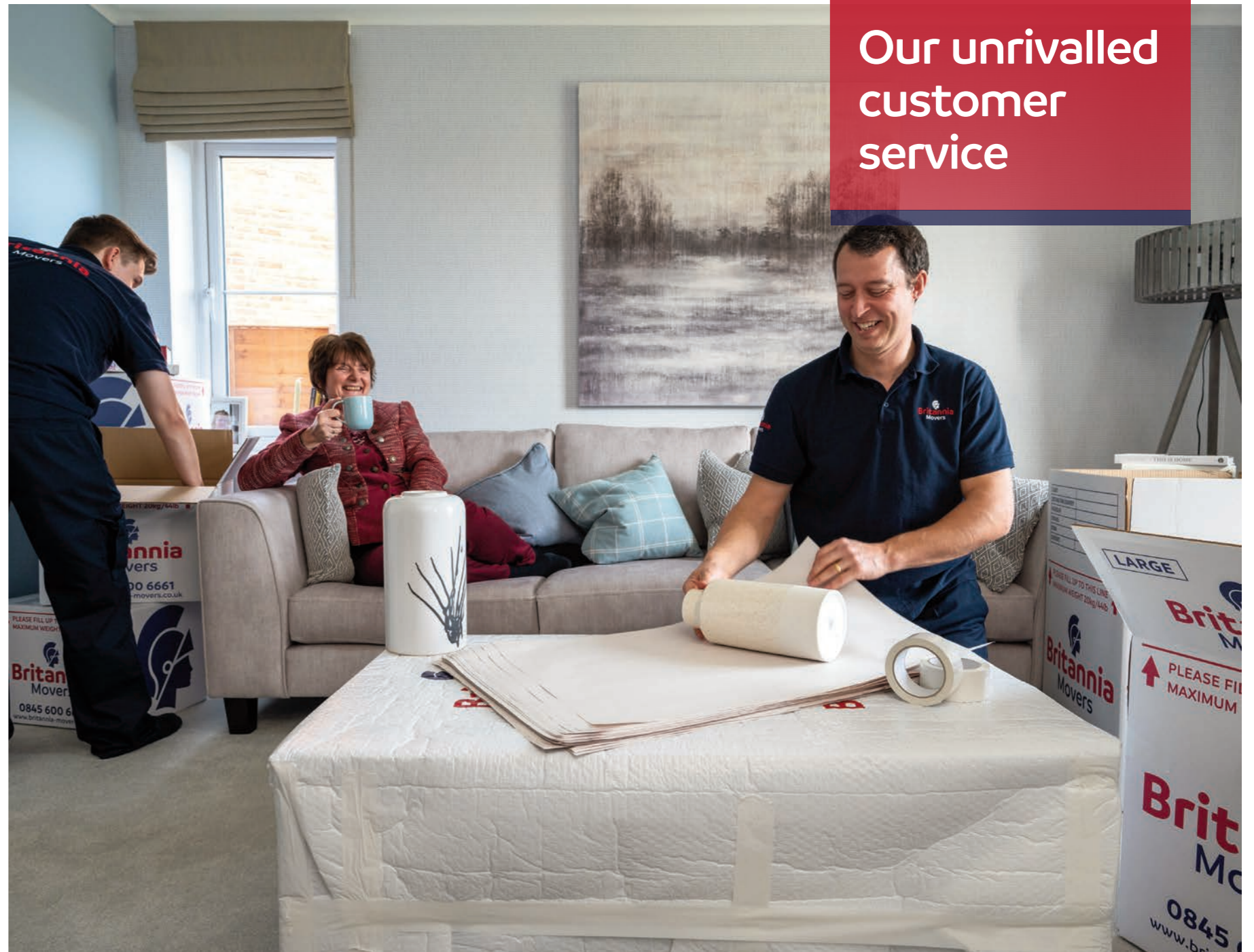
## The right move for you

Whether you need full packing and furniture dismantling/reassembly, or simple loading and transportation, Britannia can provide the level of service that suits you.

Our attention to detail and unrivalled customer service begin with the survey, which we can carry out either by visiting your property or by using a video survey app. This allows us to establish what resources – both in terms of people and equipment – will be needed to move you successfully.

Our professionally trained surveyor will listen to you, answer your questions, and tailor our service to meet your requirements. Moving home can be stressful, but our detail-focused survey process should give you peace of mind that Britannia will do everything possible to ensure you enjoy a smooth removal.

Following your survey, Britannia will provide you with a detailed quotation based on your exact needs. In order to ensure that our services are right for you every time, all Britannia staff receive the highest level of removals training from our dedicated training centres.



Our unrivalled customer service





Well-trained professional staff



## Perfect Preparation

With Britannia, you can be confident that you have chosen the best moving company for you and your family.

Our friendly and courteous staff will do everything they possibly can to make your move a comfortable experience. They will offer all the advice and guidance you need, from your initial call to the moment you close your new front door following another successful move by Britannia.

After the initial survey, we will create a detailed move plan which takes into account vehicle access, the volume of goods to be moved and any special equipment that may be needed to move large or unusual items. We will make sure that every single item in your home is included in the plan, even things tucked out of sight in loft spaces or cupboards.

Because we've planned your move with you in such detail, our team of removers will arrive at your home fully briefed and with everything that they need to pack and move your belongings safely and efficiently, including a wide range of specially designed protective covers. Britannia Movers and its staff appreciate that our work puts us in a privileged position. We know that the utmost care and respect is necessary when we are handling and moving our customers' belongings.

Our aspiration is to deliver an impeccable service to every customer, and make each customer a customer for life.





## Safe & Secure Storage

During the process of your removal, Britannia is fully aware that storage may be a requirement for a period prior to delivery.

Short or long term secure storage can be provided by Britannia. Our warehouses are specially designed for containerised storage to minimise handling and to keep your goods safe, clean and dry.

On completion of packing up your goods at your property, a detailed inventory listing your belongings and describing their condition will be produced and a copy left with you. The majority of items in your home will fit into our standard storage containers, however oversized items such as ladders, carpets and large sofas may need to be stored separately. Britannia will transport your goods to the nearest warehouse, where your containers and any large items will be positioned within their allocated storage spaces. In most cases your belongings will not be touched again until they arrive at your new home. However, access to your possessions can be arranged with your local office whilst the goods are in store.

Britannia have over forty modern, secure storage centres throughout the United Kingdom, many of which include self storage options. Please ask your local office for full details.



Looking after your move



Everything  
you need for  
your move



## Complete Range of Packaging

We offer a full packing service to make your move as fast and stress-free as possible.

Our fully trained staff are expert in all aspects of packing and wrapping, from your best china and your children's toys to your big screen TV. We use clean, environmentally friendly packing materials that are designed to protect your belongings during the journey to your new home. Our specialist materials can also be made available to you should you wish to undertake your own packing.





# Helpful Information

## Preparing for your next move

# The best move you'll ever make

### Three Weeks Before

Arrange childcare for moving day - although older children might want to be involved in your move, you may decide that it will be less stressful for younger children, and for you, if you arrange for them to go to relatives or friends.

Make arrangements for moving your pets - moving can be very disruptive for pets so you may want to ask your vet for specialist advice on taking care of your animals to avoid distressing them.

Clear out unwanted belongings - planning a fresh start in your new home is an ideal time to have a good clear out of any unwanted possessions. Local charity shops will welcome smaller items such as books, ornaments and clothing. You should also be able to find local furniture recycling charities who will collect items you do not want to take to your new home.

Start emptying your freezer - remember that your freezer will need to be empty and defrosted before your move so try to use up as much of the contents as you can to avoid unnecessary waste.

### Two Weeks Before

Arrange for meter readings and service disconnection/connection - contact your essential service providers and notify them of your move. You will need to arrange for water, gas and electricity readings at your present home on the day of your move. You also need to make sure that all the services at your new home are connected on the day you move in.

Transfer your phone number - have your telephone number transferred or changed if necessary and arrange for your final bill to be sent to your new home.

Get advice on aerials/satellite dishes/cable/ broadband transfer - it is possible that your aerials/satellite dish/cable/broadband services may not be suitable in the area you are moving to. Get specialist advice from your current supplier about the most efficient and cost effective transfer and instalment for your new home. If your internet/telephone/TV service is all with the same provider you can arrange a complete transfer via the same call.

Arrange for your post to be redirected - contact Royal Mail if you want to have your post redirected to your new home. They need at least five working days' notice to arrange the service and you can have post redirected for three, six or twelve months.

Organise the disconnection and reconnection of domestic appliances - book a qualified plumber, electrician or gas fitter to disconnect your appliances (washing machine, cooker, gas fires etc) in your present home and reconnect them in your new home.

### Two Days Before

Defrost your fridge and freezer - you need to make sure that they are defrosted at least 24 hours before removal because moving them while still frozen can damage them.

Cancel deliveries - cancel any regular deliveries you have to your present home, like newspapers or milk.

### The Day Before

If you have a lot to move, or if time will be limited on your moving day, we may need to begin packing your belongings in the days before your move. To make your moving day run as smoothly as possible, you should prepare some things in advance.

You can usually leave drawers and trunks with their contents intact, provided there are no breakable items inside. Don't completely fill large chests or trunks with heavy items such as books.

Liquids, oils and paints must be placed into sealed containers. We cannot transport flammable substances for you so you'll need to make sure that any petrol mowers, paraffin fires etc are drained before we can move them. Unless included as an extra service in your moving plan, you should take down curtains or blinds and pack them ready for the removal team.

Household plants need to be transported in containers to protect them during the move. Although we'll do everything we can to move them safely, any tender plants may become damaged in transit because of their fragile nature as well as the effects of extreme temperature change.

Small furniture keys, nuts/bolts and fixtures and fittings can easily go astray, so leave them with the item of furniture and the removal team will secure them to each unit.

Put together a 'do not remove pile' - start putting aside the essential things that you will not want us to remove such as coats, handbags, snacks and cleaning materials. Some small valuable items such as jewellery, watches, trinkets, money, bonds, coins, stamps etc are not covered by removers insurance. Pack these separately and take them with you.

### The BIG Day

Your moving day has finally arrived! You can leave the hard work to us, but you will need to take care of a few essential things yourself.

Make sure that all the meter readings you have pre-arranged are taken, leave a copy at your old home and keep a note of the readings yourself. If nobody is moving into your old home straight away, make sure that the power and also the water supply is turned off. Make sure that your old home is secured, closing and/or locking all doors and windows.

Drop your keys at the estate agents if you need to. Make sure you have exchanged contact numbers with our removal team and, finally, arrange an approximate time to meet them at your new home.

If you would like to receive any removals advice or arrange for a Britannia Movers representative to visit your property, simply give us a call on 0845 600 6661 or make an enquiry through our website. Your local Britannia office will then arrange the next step based on your needs.

Our office staff and surveyors are here to help you and provide you with professional guidance. Britannia have the right blend of experience, practical knowledge and good old-fashioned courtesy to help you enjoy a seamless transition from your old house to your new home anywhere in the UK.

**CALL US ON 0845 600 6661**

## The BAR Code of Practice

### What is the Code of Practice?

The British Association of Removers (BAR) Code of Practice is the only code in the moving industry that's approved and monitored by Trading Standards under its Consumer Codes Approval Scheme.

All BAR members abide by the Code that dictates the standard of service you will receive, the quality of the materials used, the standards of vehicles and warehouses, staff training requirements and what will happen if something goes wrong. Most importantly the Code requires BAR moving companies to communicate with you in a courteous and sympathetic way at all times.

### Every BAR member makes the following key commitments:

We promise to act fairly and reasonably with you and uphold all the standards contained in the Code.

Our key commitments are:

- To make sure that our advertising and promotional literature is clear and not misleading
- To provide you with a clear description, price and timetable for the work carried out
- To offer insurance or other protection options
- To explain clearly our liability for loss or damage, the time limit for making claims, and cancellation/postponement rights and charges
- To provide staff who are courteous, competent, and committed to providing a high standard of service
- To deal quickly & sympathetically with things that go wrong
- To publicise this Code, have copies freely available and make sure our staff are trained to put it into practice.

### Financial Protection

The Code says that if your BAR remover cancels a removal more than 10 days before the agreed date for the work it must pay you back everything you paid to them.

If it cancels less than 10 days before the agreed date it must pay you 150% of the monies paid. This means that you can be confident that your BAR remover will arrive to do the work on the agreed date.

If your BAR member is not able to do the work on the agreed day or pay the 150% refund, the BAR Pre-payment Protection Scheme will be speedily activated to have the work completed by another member or provide you with a full refund.

### If something goes wrong

BAR and its Members recognise that moving home is a stressful experience and the purpose of this Code is to ensure that Members trade in a fair and reasonable manner. In the event that this does not happen, the Code sets out in-company procedures that should enable complaints to be resolved.

If this fails, then BAR as Code Sponsor provides a low-cost independent Alternative Dispute Resolution (ADR) scheme aimed at resolving problems quickly and fairly.

Under this scheme the case will be determined by an independent accredited ADR organisation.

### BAR TSI Approved Code

Trading Standards monitors the performance of all BAR members, to make sure that they are operating within the BAR Code of Practice and that the Code is working properly in the customers' interests.

You can help by completing the customer satisfaction survey your BAR remover will give you.

